Amendments to the Claims

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. **(Currently Amended)**   A computer-implemented method of providing automated services comprising the steps of:

interacting with a ~~plurality of users including a first user and a second~~ user via an automated interactive voice response system;

authenticating said ~~first~~ user utilizing one or more forms of identification data provided by said ~~first~~ user to said automated interactive voice response system ~~to access an awards account~~;

querying an awards database to determine whether an awards account is associated with said user, and to determine whether said user's awards account contains sufficient awards to entitle said user to access awards services;

acquiring itinerary data from said ~~first~~ user upon a positive determination of said query of said awards database;

querying an itinerary database with said itinerary data and receiving a plurality of itineraries;

providing to said ~~first~~ user ~~a~~ said plurality of itineraries;

allowing said ~~first~~ user to select an initial itinerary from said plurality of itineraries;

querying ~~an~~ said awards database and determining if said ~~first user has~~ user's awards account contains sufficient awards ~~in said awards account~~ for said ~~selected~~ initial itinerary;

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providing to said user an alternative itinerary for which said user's awards account contains sufficient awards; and

allowing said user to select said alternative itinerary.

~~acquiring payment information from said first user for said selected itinerary;~~

~~acquiring baggage data from said second user; and~~

~~querying a baggage database for stored baggage information related to said baggage data.~~

2. **(Previously presented)** The computer-implemented method according to claim 1, further including the step of: confirming said selected itinerary.

3. **(Previously presented)** The computer-implemented method according to claim 1, further including the steps of:

placing said selected itinerary on hold; and

providing said user a reference number indicative of said itinerary.

4. **(Currently Amended)** [[A]] The computer-implemented method according to claim 1 wherein said user interacts with said automated interactive voice response system utilizing vocal responses.

5. **(Previously presented)** The computer-implemented method according to claim 1, further including the step of:

assigning seats to said user for said selected itinerary.

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6. **(Previously presented)**   The computer-implemented method according to claim 1, wherein said user is transferred to an operator upon request.

7. **(Previously presented)**   The computer-implemented method according to claim 1, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

8. **(Previously presented)**   The computer-implemented method according to claim 1, wherein said identification data is biometric data.

9. **(Previously presented)**   The computer-implemented method according to claim 8, wherein said identification data is voice data.

10. **(Previously presented)**   The computer-implemented method according to claim 1, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

11. **(Previously presented)**   The computer-implemented method according to claim 1, wherein said awards database is a look-up table.

12. **(Currently Amended)** A computer-implemented method of providing automated services comprising the steps of:

interacting with a ~~plurality of users including a first user and a second~~ user via an automated interactive voice response system;

authenticating said ~~first~~ user utilizing one or more forms of identification data provided by said ~~first~~ user to said automated interactive voice response system;

utilizing said identification data to access an awards account;

querying an awards database to determine whether an awards account is associated with said user, and to determine whether said user's account contains sufficient awards to entitle said user to access awards services;

acquiring itinerary data from said ~~first~~ user upon a positive determination of said query of said awards database;

querying an itinerary database with said itinerary data;

providing to said ~~first~~ user one or more itineraries;

prompting said ~~first~~ user to select an itinerary from said plurality of itineraries;

querying an awards database to determine if said ~~first user has~~ user's awards account contains sufficient awards ~~in said awards account~~ for said selected itinerary;

providing to said user an alternative itinerary for which said user's awards account contains sufficient awards; and

allowing said user to select said alternative itinerary;

prompting said ~~first~~ user to ticket or hold said selected itinerary;

prompting said second user to enter baggage data;

acquiring baggage data from said second user; and

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querying a baggage database with said baggage data for information in said baggage database.

13. **(Previously presented)** The computer-implemented method according to claim 12, further including the step of:

confirming said selected itinerary.

14. **(Previously presented)** The computer-implemented method according to claim 12, further including the steps of:

placing said selected itinerary on hold; and

providing said user a reference number indicative of said itinerary.

15. **(Previously presented)** The computer-implemented method according to claim 12 wherein said user interacts with said automated interactive voice response system utilizing vocal responses.

16. **(Previously presented)** The computer-implemented method according to claim 12, further including the step of:

assigning seats to said user for said selected itinerary.

17. **(Previously presented)** The computer-implemented method according to claim 12, wherein said user is transferred to an operator upon request.

18. **(Previously presented)** The computer-implemented method according to claim 12, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

19. **(Previously presented)** The computer-implemented method according to claim 12, wherein said identification data is biometric data.

20. **(Previously presented)** The computer-implemented method according to claim 19, wherein said identification data is voice data.

21. **(Previously presented)** The computer-implemented method according to claim 12, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

22. **(Previously presented)** The computer-implemented method according to claim 12, wherein said awards database is a look-up table.

23 - 24. **(Canceled)**